



The Family Violence Prevention Center, Inc. / dba InterAct

Job Title:	Receptionist	Job Category:	Part Time, Non-Exempt
Department/Group:	Operations	Reports To:	Director of Operations
Nights/Weekends Required:	No	On-Call Required:	No
Lifting Required:	Yes- Up to 30 lbs.	Driving Required:	No
HR Contact:	HR@InterActOfWake.org		

Job Description

Job Purpose:

The purpose of this position is to provide coverage at the front desk during the day. The Receptionist performs routine clerical and administrative work answering telephones, receiving the public, providing assistance, data processing, and record-keeping. The position is Monday through Friday for approximately 20 hours a week. Some specific duties of the Part-Time Receptionist are as follows:

Receptionist duties include but are not limited to:

- Ensures confidentiality, safety and security of front desk operations.
- Promptly, accurately, professionally and courteously welcomes visitors by greeting them, in person or on the telephone; answering or referring inquiries.
- When on duty, ensures the reception/front desk area is staffed at all times.
- Monitors visitor access and maintains security awareness.
- Provides support to administration, resource development, and client services staff, as well as collaborative partners.
- Maintains knowledge and coordination of InterAct, collaborative partners, and community events and meetings.
- Responsible for the operation and presentation of a welcoming, clean, organized and efficient lobby and waiting area.

Skills/Qualifications:

- Must possess knowledge of administrative and clerical procedures.
- Must possess outstanding customer service orientation and skills.
- Ability to speak clearly and communicate effectively in person and by telephone.
- Strong attention to detail and experience in working in a multiple task environment.
- Ability to write clearly, accurately, and concisely.
- Must work ethically and with integrity.
- Must demonstrate a positive and productive attitude, and must display self-control.
- Ability to manage stress of crisis intervention environment.
- Ability to deal with frequent changes, delays, or unexpected events.
- Must have complete respect for and maintain confidentiality (i.e. client, personnel, fiscal, donor, volunteer and all other organizational information); must exercise discretion and regard for confidentiality in all communications.
- Ability to gain and maintain a thorough working knowledge of and adherence to organizational policies, regulations and procedures, and must be willing to support organization's goals, values, and policies.
- Maintain confidentiality and work professionally and effectively with all professionals who interface with survivors of domestic and sexual violence.
- Must possess genuine concern for clients, staff, volunteers and all stakeholders.



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- Must be dependable, reliable, and punctual; must report to work regularly and on time and have the ability to work varied hours.
- Reliable transportation is required.

Minimum requirements:

- High school diploma or equivalent required; college courses in Human services preferred. College degree preferred.
- Proficient in Microsoft Office (Word, Excel, Outlook)
- Must be able to multitask
- Prior experience in an administrative assistant, customer service, or receptionist role preferred
- Bilingual Spanish preferred
- Prior experience working in a in crisis intervention setting, preferably with victims of domestic violence and/or sexual assault preferred

Employee Signature:		Date:	
Supervisor Signature:		Date:	
Last Updated By:	Glenda Adams-Hardy	Date:	08/12/2021